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- vehicle. Later (when known) insert the registration number
- dual controls as appropriate.

**NB:** Full details on completion of the DL25 can be found in the DT1.

#### **7.14 Reception and Identity Check**

This should follow the format similar for the ADI driving ability test with self-introduction and handshake. The candidate will be required to produce both parts of their current driving licence or the old style licence and a valid passport or ADI certificate before the test commences.

#### **7.15 Duration of the Practical Test**

The practical test of driving ability should take approximately one hour.

#### **7.16 Instructions to Candidates and Standard Wordings**

The candidate should be offered an overview of the content of the test. The suggested content for the introduction should be covered on similar lines to:-

“The test will last approximately 60 minutes. We will be driving on various types of roads and traffic conditions. The test will include one reversing exercise selected by myself. You will also be required to demonstrate a talk through commentary lasting approximately ten minutes”.

“Continue on the road ahead unless traffic signs or road markings direct you otherwise. If I wish you to turn right or left I will tell you in good time. . I will ask you to drive independently for a short time but before this section I will pull you up and give you instructions. Drive as you would do normally but remember a high standard of competence is expected”.

<http://dsaintranet/ops/dt1/default.aspx>

Refer to and use general guidance and instructions as for the ADI (car) test to suit as applicable.

#### **7.17 Eyesight Test - Test One Requirements of the Test**

A fleet register candidate is required to meet the same eyesight criteria as per the ADI part two exam. 27.5 metres is the minimum distance. Refer to ADI 1 chapter 2.6 for further guidance.

#### **7.18 Driving Technique -Test Two - Requirements of the Test**

Candidates are required to satisfy the examiner that they are skilled, safe and consistent drivers, and the result of the test will depend solely upon their driving performance under test conditions. The route over which the test will be conducted will be demanding. The test is of an advanced nature and a very high standard of competence is required. Candidates must show that they have a thorough knowledge of the principles of good driving and road safety, and that they can apply them in practice. They must have excellent hazard perception and planning skills and will be required to demonstrate their ability to give a descriptive talk-through commentary whilst driving, for a period of not less than ten minutes.

Candidates must satisfy the examiner that they are able to deal safely with any of the following subjects:

1. The ability to move off smoothly both uphill and downhill, in addition to moving off normally ahead and at an angle,
2. The ability to:
  - meet other vehicles
  - overtake
  - cross the path of other vehicles
  - keep a safe separation distance
  - negotiate various types of roundabouts
  - exercise correct lane discipline
3. Display courtesy and consideration to other road users, especially:
  - pedestrians
  - riders on horseback
  - cyclists
  - motorcyclists
4. Apply correct procedures at:
  - pedestrian crossings
  - level crossings (both railway and tramway, where appropriate)
  - traffic signals
  - road junctions
 Demonstrate:
  - effective use of all mirrors
  - correct use of all signals
  - alertness and anticipation
  - observance of speed limits
  - vehicle sympathy
  - A controlled stop (prior to the angle start)
  - A short commentary lasting approx ten minutes.

**Note: Spare box 29 is to be annotated 'commentary'.**

5. The candidate will be asked to carry out one reversing exercise selected at random by the examiner.

**There will not be an emergency stop exercise.**

**'Eco-safe driving' is assessed holistically and marked at the end of the test.**

### **7.19 Report Form DL25A and B**

Examiners will use form DL25 for the purpose of recording faults in test two. It is essential that the **actual form used on the test** be filed with the other relevant documents.

The report form should be completed on similar guidelines as covered in the ADI 1 - Chapter 2.40, however only one reverse exercise will be recorded as per fleet driving ability examination criteria.

Faults will be marked in the same way as for all practical tests as per details in ADI 1 chapter 2.42.

The number of driving faults recorded against an individual subject aspect should be totalled in the appropriate box against that aspect. The total number of faults recorded throughout the test should be entered in the total faults box located in the bottom right area of the DL25.

The reverse of the form DL25B should be completed as per the relevant guidance notes in ADI 1 - 2.40.

## 7.20 Fault Marking on DL25

As per an ADI part two driving ability test.

## 7.21 Assessment and Recording of Faults

Faults should be assessed as they occur in the course of the test and recorded at the earliest, safe opportunity. Faults should be recorded on the DL25 using the same guidelines as per the ADI 1 for part two tests.

## 7.22 Driving Fault

A driving fault of this type, which is considered **worthy** of being marked, should be recorded by means of an oblique stroke (/) on the left side of the appropriate panel on the front of the DL25, level with the item to which it refers.

Repetition of the same driving fault should be recorded by means of a second oblique stroke (to the right of the first).

Further repetition of the same driving faults should be recorded as additional oblique strokes. A persistent repetition of a driving fault, showing a pattern in the candidate's driving, **may** be regarded as serious.

## 7.23 Serious Fault

Should be recorded by means of an oblique stroke (/) under the S column against the item to which it refers.

## 7.24 Dangerous Faults

**That involve actual danger** should be recorded by means of an oblique stroke (/) under the D column against the item to which it refers.

The DT1 gives clear guidance to examiners on the procedure to be followed in the event of dangerous driving by the candidate. Should a candidate's driving be so dangerous as to pose a danger to the public or the occupants of the vehicle, the test should be terminated and the same procedures given in the DT1 should be followed.

## 7.25 Marking Standard

**A pass** should be recorded when a candidate incurs not more than four driving faults, which do not include a serious or dangerous fault.

**A failure** should be recorded against a candidate who incurs five or more driving faults, or a serious fault; or a dangerous fault.

**DL25B**

If any unusual circumstance occurs during the test a note on the DL25 should be completed. Details should be forwarded at the end of the day to your HEO with ADI responsibilities / AOM with a copy to the fleet booking manager.

**7.26 Weather Conditions**

Recorded by an oblique stroke (/) against the appropriate description. Should the description not reflect the weather etc. mark box 11 and insert an accurate description to suit.

**7.27 Candidate**

The examiner should give a brief description of the candidate, in such terms as to recall the latter to mind should the need arise later. This information should concentrate on points such as irregularity of features, colour of hair, distinguishing marks such as freckles, etc. Description of clothing worn is of little use in the case of suspected impersonation. A typical description would thus be: "age about 30 years, approx. 5'10" tall, long narrow nose, small scar just below left eye". The description, though brief, should be sufficient for an investigating officer to be reasonably certain that the person who took the test was either genuine or not. The reference to age should be your assessment following similar guidelines as per ADI 1 Part two tests.

The type of licence / identity produced should be recorded using the appropriate code.

**7.28 Driver Identification Code**

Insert the code to describe the identification provided.

<b>PC</b>	-	Photo card riving licence
<b>PP</b>	-	Passport
<b>PL</b>	-	Paper licence.

**7.29 Remarks**

The `remarks' space should be used to record details of performance, for example: -

- Any unusual driving fault or habit.
- The amplification, where necessary, of any fault already recorded in a panel on the front of the form.
- Any unusual behaviour or comment by a candidate during test two.
- The names of any third party present during the conduct of the test or de-brief.
- Any other special feature of the test. Plain language **with no abbreviations** should be used for all notes under `remarks'.

All entries on the DL25 should be in ink, and made as neatly as possible.

**7.30 Announcement of Result - Test Two**

At the conclusion of the test the examiner should ask the candidate to pull up at a convenient place (as near to the office as practicable) and switch off the engine. The candidate should be informed of the result and advised that if they wish to accompany the examiner to the office they will receive the relevant papers within a few minutes. If they decline to wait they should be told that the documents will be forwarded to their home address by first class post the same day. Where the candidate elects to return to the examiner's office they should be asked to wait in the waiting room or other suitable facility. At some offices the examiner may ask the candidate to wait in the vehicle if it is parked safely and close to the office.



At the end of all tests the examiner should offer to give a brief explanation to the candidate of the faults marked on the DL25. This is usually best done immediately following the announcement of the decision. If a candidate becomes abusive or is so upset that an explanation is obviously of no value, the examiner should abandon the attempt and a brief note should be recorded on the DL25B.

If the trainer is present there is no objection to allowing him to listen to your debrief with the candidate subject to the candidate giving their consent. (Comply with guidance as per chapter 12 Data Protection Act). Our objectives are, after all, to improve the quality of driving instruction and allowing the trainer to listen in means that they may be better informed and consequently more able to give constructive guidance to their trainees on driving skills. The trainer should **not** get involved with the de-brief - just listen.

### 7.31 Completion of Test Documents - Test Two

**Pass** - After completing the back of the DL25B the examiner should complete form Fleet 11 and retain a clear carbon copy.

**Failure** - after completing the back of the DL25B the examiner should complete form Fleet 10D, again retaining a clear carbon copy.

### 7.32 Disposal of Test Documents - Test Two

After completion of the relevant documents in the office the examiner **must make a thorough check before handing them to the candidate or posting them**. When posting documents to the candidate they should **always** be sent by first class post **the same day**. Details of the date of posting should be recorded near the 'date' box.

**Pass** - Form Fleet 11 and the DL25C and D should be handed to the candidate or posted using the appropriate window envelope. Return the letter of invitation. The Fleet 11 copy, DL25B and application form should be stapled together at the top left corner with the Fleet 11 on top.

**Failure** - Forms Fleet 10D, DL25C and D and their letter of invitation should be handed to the candidate or posted using the appropriate window envelope.

Forms Fleet 10 D copy, DL25B and the application form should be stapled at the top left corner with the Fleet / Reg 10D on top.

**Note:** Please note that the journal with the appropriate result should be electronically sent to Fleet Register Section at the end of the day.

At present the DL25 A and B and covering letter should be filed in the ADI office and kept for 1 year.

**In cases where the candidate fails to attend or arrives late or a test is started but not completed, the DL25 should be completed. The DL25A should be filed in the ADI office. The DL25B with a brief note of the circumstances in the remarks space should be forwarded direct to Fleet Register section the same day. It should be noted that candidates who give the required 3 clear days notice of inability to attend are not regarded as FTA's and no reference to the appointment should be made on the journal. In these cases the tests will be re-booked.**

**Note:** Only tests that have been cancelled with less than 24 hours notice should be recorded as an FTA on the daily journal.

### **7.33 Forfeiture of Fees**

Examiners should not involve themselves in questions of forfeiture of fees. These are the concern of the Registrar and candidates should be advised to write to him when they make enquiries on these subjects.

### **7.34 The Fleet Training Instructional Coaching Ability Test**

The instructional coaching ability test is held at suitable test centres across the country. Not all ADI test centres are used.

### **7.35 Preparation of Documents**

The report forms used for the test are Fleet Reg 26A and B with a piece of carbon paper inserted between them. Prior to the test the relevant headings should be completed (i.e. examiner's name, location, candidate's name, ADI personal reference number or driving licence number, date, and centre).

### **7.36 Reception and Identity Check**

When meeting the candidate, the examiner should introduce themselves with a handshake and then:

- a) Ask to see the appointment letter and normal proof of identity as per all practical tests. A full ADI (Car) Register of Approved Instructor's certificate is also acceptable when an old style licence is produced.
- b) Refer to the note about insurance on the letter of invitation. Ask the candidate to read and complete the declaration on the Fleet Reg 26A.
- c) Ensure that the candidate declaration has been completed correctly. Compare signature with their licence or alternative proof of identity.

**Note:** As with all qualifying exams, no identification no test.

### **7.37 Insurance**

See ADI 1 chapter 3 – 3.03.

### **7.38 Vehicle Requirements**

The candidate is required to provide a suitable category B vehicle for the test. The vehicle must be properly taxed and insured (in the case of a car, it must be a saloon car or hatchback / estate - not a convertible), which is roadworthy and fulfils all legal requirements. It must be capable of the normal performance of vehicles of its type, and be un-laden with an orthodox (i.e. non automatic) transmission system. The vehicle must have right hand steering, a readily adjustable driving seat and a seat for a forward facing front passenger.

### **7.39 Duration of the Instructional Coaching Ability Test**

The test of instructional coaching ability will last approximately one hour. Normally the test will start and end at the test centre. The area in which the examiner carries out this test will be dictated by the pen-picture portrayed and the subject matter to be covered. The examiner will need to 'time' manage each module. Flexibility is important. When closing down a module the examiner should ensure that the trainer is not being cut off abruptly.

#### **7.40 Objective of the Test**

The objective of the test is to assess the value of the instructional coaching ability that the candidate gives. In order to be able to make a direct assessment, without the intervention of a third party, the examiner himself sits in the driving seat and plays the part of the customer.

#### **7.41 Introduction to the Test and Scene Setting**

The examiner will need to give an overview of how the test will be conducted and clearly set the scene of the customer role he intends to role-play. It is suggested a common approach on the lines of what is covered below be used as a template.

“The test will last about 60 minutes. I would like you to assume that I have been sent to you by my company for a driver assessment and development of my driving skills” (Specify the type of driver to be portrayed; for example)

“I drive various types of lease vehicles in my job, covering about twenty thousand miles per year. It may be necessary for me to interrupt you from time to time because we need to move onto the next part of the module. Have you any questions before we commence?”

“The assessment will cover the following modules; a short presentation on occupational road risk; followed by relevant vehicle checks and familiarisation. You should give a risk assessment and profile and give practical coaching as appropriate. At the end of the examination you should give a final risk profile.”

Explanation of how directions are to be given should be on similar lines to the ADI part three examination.

“Don’t worry about the area. I will give you directions and would like you to repeat them back to me as you would do normally when carrying out a driver assessment and development.”

“Your presentation can either be given here in my office or in the car, whichever you prefer.”

“If it is your normal practice to give a demonstration drive I would like you to assume on this occasion that it has been given.” (It will be at the examiner’s discretion as to whether to accept a demonstration or not. The time permitted for a demonstration should not exceed 10 minutes).

“During the assessment there will be suitable places on route to pull me up if you wish to give me guidance. Should you require me to pull up, please ask “Have you any questions before we commence?”

#### **7.42 Remaining in Character as Pupil**

In order for the examiner to ensure the trainer is given the maximum opportunity to demonstrate all the skills necessary, the role-play must be realistic and all simulation consistent with the type of driver that is being portrayed

All risk areas displayed in role should be drawn from examples of poor driving witnessed every day. It would be unrealistic to build into the role-play the one off situations that only happen occasionally and would rarely be seen in drivers presenting themselves for this type of training.

However due to the time allocated to conduct a coaching ability test and in order to assess the required elements it may be necessary to step out of character from time to time. This should only be carried out once the examiner is satisfied they have witnessed sufficient coaching or the lack of it, to make an objective assessment

Another aspect of remaining in character is the need to conceal the fact from the candidate that he is actually teaching a DSA official. During instructional coaching it should not be possible for the candidate's eyes to light on the examiner's document case or clipboard; this should be out of sight. When receiving feedback with the vehicle stationary, the examiner should not hold a pen because it is almost a badge of office for an examiner.

**Directions as to route should be given clearly and in plenty of time to enable the candidate to repeat them to his customer in the same way as he would do on a coaching session.**

Finally, it must be stated that at no time should the examiner place the vehicle, his passenger(s) or other road users in jeopardy because of his actions. If necessary, he should use his skill and experience to avoid danger; but a situation should never be allowed to develop to the point that anything approaching emergency action is required. The over-riding consideration in all circumstances must be safety.

#### **7.43 Requirements of the Instructional Coaching Ability Test**

Throughout test three, the examiner, acting as the customer will drive and act as appropriate to the instructional coaching given by the candidate, who will be assessed on the method, clarity, adequacy and correctness of his instructional coaching ability, the observation and correction of risks committed by his customer and his training manner generally.

#### **7.44 The Basis for the Instruction Coaching Ability Test**

The content and structure of each scenario should be such that it seeks to identify levels of competence in those skills necessary for the fleet trainer to:

- give a short presentation (eight - ten minutes approx) designed to initially raise awareness of occupational road risk. It should be interactive and contain validation
- involve the customer in an interactive practical vehicle check, which demonstrates knowledge of basic mechanical principles and legal requirements
- demonstrate to the customer all necessary pre start checks and be able to discuss additional safety features such as ABS, traction control and impact protection systems
- assess the customer's driving
- communicate effectively to the customer a risk assessment
- provide and demonstrate appropriate coaching methods that would reduce those risks identified
- communicate a final profile of the customers driving highlighting key strengths and weaknesses where appropriate

#### **7.45 Key Risk Area Topics**

**Attitude and Culture:** The ability to identify any weaknesses in attitude to other road users and be able to demonstrate / discuss the benefits of the considered approach to driving.

**Legal requirements:** Be able to demonstrate a level of understanding of the legal requirements concerning the use of motor vehicles on a road, including Road Traffic Accident procedures.

**Driver / passenger safety:** Have a good understanding and be able to discuss the importance of those issues affecting driver / passenger safety. Including drink/ drugs, illness, tiredness etc. Also the advantages and disadvantages of ABS, traction control etc.

**Vehicle safety / sympathy:** A good understanding of basic mechanical principles and be able to convey the reasons and importance of vehicle safety checks

**Vehicle loading / security:** The ability to demonstrate / discuss the correct way of loading vehicles and the effects on vehicle handling. This can include leaving vehicles in safe locations and cover methods of ensuring they are properly secured etc.

**Dealing with aggressive drivers:** Understand and be able to give correct advice on preventing and dealing with inappropriate behaviour by other drivers.

**Environmental effects:** Demonstrate and discuss the benefits of good driving practice on the environment including fuel saving

#### 7.46 Assessment and Marking of Report Form Fleet Reg 26

This should follow the basic format as covered in chapter 3 - 3.34

The form has two main sections.

The left hand column covers the key risk area topics.

The six subjects below will always form part of the test criteria. They are:-

- risk presentation
- vehicle safety check
- MSM PSL
- use of speed
- separation distance
- other road users

One additional subject will be included from the list below. They are:-

- attitude and culture
- legal requirements
- driver / passenger safety
- vehicle safety / sympathy
- dealing with aggressive drivers
- environmental effects.
- vehicle loading and security

The additional subjects not tested during the examination will be ruled through.

The examiner records an oblique (/) stroke in one of the rating areas of not covered; unsatisfactory; satisfactory for each aspect of the examination.

The boxed area at the bottom of the left-hand side of the form is used to record the result, the examiners name and signature and location. Unlike the ADI (car) examination, no mention is made or recorded of any grading. The overall result is either a pass or a fail.

The right hand column is used to rate; trainer characteristics; instructional coaching techniques and the core competencies using a six-point rating scale.

The **key risk area topics** in column 'A' should be completed before marking column 'B' as per the ADI part three examination.

### Column A

The three columns headed '**not covered, unsatisfactory, satisfactory**' record the trainer's response to the customer's progress, in other words the instructional coaching given on each individual item relevant to the subject heading.

**Not covered** - subject not covered or grossly incorrect or dangerous instructional coaching given.

**Unsatisfactory** - subject attempted, but guidance and/or instructional coaching offered was assessed as incomplete or not fully satisfactory.

**Satisfactory** - subject covered satisfactorily or better.

The overall result awarded will equate to the lowest rating marked in the core competencies section. A rating of three or less in any one of the core competencies will make the overall result a failure. A rating of four or higher in any of the core competencies will result in a pass.

### 7.47 Instructional Coaching Techniques

**When marking the form the following items should be taken into account:**

#### Core Competencies

**Note:** In this section the assessment is of all faults **over the whole session** and **not individual faults**. For example, some explanations may be correct, some incorrect. The rating given depends on the balance of correct to incorrect.

**Faults Identified:** This covers the ability of the trainer to clearly identify all the important risk areas committed by the customer that require development as part of an effective instructional coaching process.

**Fault Analysis:** This covers the ability of the trainer having identified the risks, to accurately formulate a risk profile, which should be prioritised and then communicated to the customer along with their degree or level of importance.

**Remedial Action:** This relates to offering constructive and appropriate coaching/advice to remedy a risk or fault that has been identified and analysed. The risk assessment need not be immediate if this would be inappropriate at the time, but it should be given at the first opportunity. A mark should be awarded on the scale from one to six for each of the

subject headings in the right hand column. The following notes should be the basis for the mark.

**Level:** This must be matched to the ability and experience of the customer. The trainer needs to establish their level of ability at the start and continue to do so throughout the examination.

**Planning / Control:** Having assessed risks and prioritised them, objectives should be defined and explained to the customer. This aspect also covers the planned and actual sequence of instructional coaching activity together with the appropriateness and effectiveness of teaching methods used taking due account of the objectives and progress of the customer. The trainer should retain control of the session at all times. It will include the overall control of the session and the interaction processes within it. The allocation of time between training activities and methods used such as the distribution between theory and practice will also be assessed under this aspect.

**Communication:** Is concerned with customer's understanding of instructional coaching, appropriateness of language, use of jargon (with or without explanation). Includes the ability to adapt and to use language and terminology likely to be familiar to the particular customer and not to overload them with over-technical and complex explanations.

**Question and Answer Technique:** At appropriate points during the lesson the trainer should ask questions that contribute towards realising the objectives of the session. Ideally the questions should be simply worded, well defined, reasonable and relevant. There is a need for questions that are thought provoking and challenging as well as ones that simply test a client's memory. In addition the trainer should encourage the customer to ask questions at appropriate times.

**Feedback:** This relates to the trainers response to the customer's questions, answers and performance. Praise, confirmation, reinforcement for effort / progress / achievement. Correction / information when errors / faults occur. Encouraging the customer is part of any teaching skill. They need to know when they have done something well. This aspect is also used to rate the final risk profile towards the end of the instructional coaching ability examination. It should include mention of what a customer may be able to do to encourage self development after the session.

**Trainer's Use of Controls:** The controls should only be used when necessary and the customer should be told when and why they have been used. In certain circumstances the controls may be used as an effective teaching aid as part of demonstration.

**Attitude and Approach:** This aspect should be dealt with as an overall assessment of the trainer's characteristics and is concerned with the skills used to create a relaxed, but supportive learning environment. It is not to be used as a measure of the personality characteristics of the trainer, but as a measure of how effective they are in establishing and maintaining rapport and creating the right atmosphere for learning to take place. They should have a relaxed manner and be outgoing but not over-familiar. They should be self confident and capable of transmitting confidence to the customer in a patient and tactful manner. Any unnecessary physical contact with the customer will be reflected in the marking.

**7.48 Criteria for Pass or Failure**

6. Overall performance to a very high standard with no significant instructional coaching weaknesses.
5. A good overall standard of development with some minor weakness in instructional coaching technique.
4. A competent overall performance with some minor deficiencies in instructional coaching technique.
3. An inadequate overall performance with some deficiencies in instructional coaching technique.
2. A poor overall performance with numerous deficiencies in instructional coaching technique.
1. Overall standard of instructional coaching extremely poor or dangerous.

The minimum level for a pass being a box four in each of the three core competencies.

The result should be recorded by deleting the word pass or fail as appropriate so that the result awarded has **not** been lined through.

**7.49 Completion of Test Documents****Instructional Coaching Ability Pass**

After completing form Fleet Reg 26A and B complete form Fleet 12 in duplicate making sure that the personal reference number or driving licence number is entered in the appropriate space.

**Instructional Coaching Ability Failure**

After completing form Fleet Reg 26A and B complete form Fleet 10 in duplicate.

**Disposal of Test Documents**

After completion the documents for test three should be disposed of as follows (**making a thorough check of all documents**): -

**Pass** - The top copies of forms Fleet 12 and Fleet Reg 26A should be given to the candidate after the de-brief. Also remember to return the invitation letter. The examiner's copies of forms Fleet Reg 26B and Fleet 12 should be stapled at the top left hand corner with Fleet 12 on top and filed in the Examiners home office or HEO with ADI responsibilities office. These papers should be kept for one year and then disposed of securely.

**Failure** - The top copies of forms Fleet 10 and Fleet Reg 26A should be given to the candidate after the de-brief. Also remember to return the invitation letter. The examiner's copies of forms Fleet Reg 26B and Fleet 10 should be stapled at the top left corner with ADI 10 on top and filed in the HEO with ADI responsibilities office. These papers should be kept for two year and then disposed of securely.

**Note:** The test results must be recorded on the daily Journal before posting / emailing to the Fleet Driver Trainer Register Manager at DSA HQ, Nottingham at the end of the working day



## **Examiners will have their paperwork periodically audited by HEO with ADI responsibilities / AOMs**

In the event that the de-brief is not carried out, the candidate's copies of the documents should be disposed of as follows: -

**Pass** - The candidate's copies of forms Fleet 12, Fleet Reg 26A and invitation letter should be inserted in a window envelope and posted to the ADI by first class post. The examiner's copies of forms should be disposed of as detailed above.

**Failure** - The candidate's copies of forms Fleet 10, Fleet Reg 26A and invitation letter should be inserted in a window envelope and posted to the PDI by first class post. The examiner's copies of forms should be disposed of as detailed above.

**Note:** The markings on the front of the Fleet Reg 26A and B and the completion of the pass / fail letter **must** be completed before the de-brief is carried out, but the report should be written in the space provided on the back of the form after the de-brief.

### **7.50 De-Brief**

When you return to the candidate, take the form with you and announce the result. Use the completed Fleet Reg 26A for reference when carrying out the de-brief. It is important to make it clear to the candidate that the de-brief is only an overview and that the candidate should refer to their trainer / tutor for further guidance.

### **7.51 Overall Assessment Mark**

It is essential that the individual assessments appended for the examination on the Fleet Reg 26A reflect the overall result given.

The main points to remember with the de-brief are:

- The de-brief **must** take place in private. Discretion **must** be used when choosing a place to discuss the test with the candidate. The conversation should not be capable of being overheard by other people including the driving examiners.

The examiner cannot take the role of a fleet trainer / tutor.

- You should not suggest how the candidate might develop their skills or offer guidance on training methods.

Your role is to give an overview of the candidate's performance, nothing more. As a guide:

- Give a broad overview
- Do not attempt to 'put the candidate right'
- Do not try to explain instructional coaching techniques
- Concentrate on the faults
- Use the left column then the right column and finally the core competencies as a guide
- Make full use of your counselling skills. Be aware of any 'body language' which may give an indication as to how the candidate is reacting to your de-brief and be prepared to vary your approach.

With the consent of the candidate, trainers / tutors should be encouraged to accompany their trainees on test. (Refer to Data Protection Act - chapter 12).

### **7.52 The Test of Continued Ability to Give Instructional Coaching**

These instructions should be read in conjunction with chapter 4 of the ADI 1

An ADI who is a current member of the fleet trainer register will need to demonstrate a continued ability to give instructional coaching. They will therefore need to demonstrate a "Pass / Grade A or B" result on a normal Standards Check as per chapter 4.

A fleet trainer who demonstrates a consistently poor standard of instructional coaching ability will have their name removed from the fleet trainer register and therefore will also lose their normal ADI (car) status.

The examiner will need to see the fleet trainer at work, giving instructional coaching to a customer.

## **Chapter 8**

### **Communication and General Management**

#### **8.01 Answer Machines**

Examiners must check their answering machine daily and respond to any messages left.

#### **8.02 Email**

It is also important that examiners log on to receive their emails daily. They should also log onto 'Dashboard' to check for any updates to the ADI 1. Copies of the ADI 1 should not be made for general use. This is to ensure the latest/current version of the ADI 1 is used to check for correct information / procedures

## Chapter 9

### The Voluntary Register of LGV Instructors

#### 9.01 Introduction

The Driving Standards Agency (DSA) launched the Voluntary Register of LGV Instructors on 1 April 1997.

The Register was developed by DSA in close conjunction with the Freight Transport Association, the Road Haulage Association, the Road Haulage and Distribution Training Council, the National Training Federation, the Institute of LGV Driving Instructors, the Association of Vocational Driver Training Providers, and Road Transport Industry Training Board Ltd.

**The aim of the scheme is to reduce accidents involving Large Goods Vehicles by raising the standard of training for lorry drivers. Testing is carried out by DSA examiners, who have LGV experience in all categories of vehicles and who are already qualified to monitor the standards of instruction provided by any of the instructors on the Register of Approved Driving Instructors (car).**

The Register is open to anyone holding a full category C1 (medium sized goods vehicles), C1+E (medium sized goods vehicle with trailer), C (rigid large goods vehicles) or full category C+E (articulated large goods vehicles or large goods vehicle/trailer combination) UK or European Union (EU), European Economic Area (EEA) unrestricted manual or automatic driving licence (see note below\*).

Instructors who have qualified in category C+E are also registered to instruct in category C, C1 & C1+E. Instructors who qualify in category C are also registered to instruct in category C1 only. Instructors who qualify in an automatic vehicle will only be registered to instruct in automatic vehicles.

A PDI must

- Not have been disqualified from driving at any time in the four years prior to entering the Register.
- Must be a fit and proper person to have their name entered in the Register. All convictions, including motoring offences, still in force (i.e.: not 'spent' under the Rehabilitation of Offenders Act 1974) will be taken into account when their initial application is considered.

#### 9.02 Entry Examination Content

The examination consists of a:

1. multiple choice theory test paper and hazard perception test
2. practical test of driving ability
3. practical test of instructional ability.

All 3 parts of the exam must be taken in the above order and passed within a one-year period. The one-year period starts from the date of the first attempt at the theory test. A candidate not being able to complete the process within that time must start again from the beginning and pass each part to qualify to join the Register.

There is a maximum of three attempts at each part of the entrance examinations. Should a candidate be unsuccessful on the third attempt at any stage they must wait until the end of the one-year period before being eligible to start the qualifying process again. Another application form and fee for the theory test will need to be submitted to the LGV Voluntary Register Section before starting again.

### 9.03 About the Theory Test

The theory test is held at several centres across the country. The test calls for a high standard of knowledge. There are two parts to this test - a multiple choice element and a hazard perception element.

### 9.04 Multiple Choice Element

The multiple choice element is a touch screen computer based test. There are 100 questions with a choice of three or more answers to each the questions are on the following topic areas and grouped into ten subject groups, which, in turn, have been Banded into 4 main areas:-

- Band 1 - Road procedure / driving technique
- Band 2 - Instructional techniques
- Band 3 - Mechanics / vehicle condition / driver's hours and rest periods / loading, unloading and load security
- Band 4 - Driving test / environmental issues / accident handling

### 9.05 Hazard Perception Element

The hazard perception part of the test will contain 14 film clips and 15 score-able hazards. In one of the film clips there will be two score able hazards that need to be responded to. The pass mark for this element is 57 out of 75

### 9.06 Pass Mark

To pass the theory test a candidate must pass both elements at the same time. The overall pass mark for the **multiple choice element** of the theory test is 85%. However, a candidate must reach a minimum mark of 80% in each of the 4 main areas given above. It is therefore possible to score an overall mark of 85% or higher but still fail the test because of not gaining the minimum of 80% in any one or more of the 4 groups.

### 9.07 Practical Tests of Driving and Instructional Ability

These tests may be arranged to be taken in a variety of ways. The options are listed below:-

**Singular:** Where the fee for each test is sent individually (bearing in mind the qualification period). Where the fee for both the test of driving ability and the test of instructional ability is sent and the tests are booked to take place straight after each other. However, if the candidate fails the test of driving ability, **the test of instructional ability will not proceed and the fee will be forfeit.** It will not be possible to use that period to retake the test of driving ability.

**Progressive tests** are where the fees for both the test of driving ability and the test of instructional ability are sent, but the tests are booked to take place on different days with an interval of at least one calendar day. This option enables the candidate to re-attempt the test of driving ability in place of the reserved test of instructional ability if unsuccessful with the previous attempt.

### **9.08 The Practical Driving Test**

These notes deal with the procedure for arranging and conducting the practical part of the qualifying examination comprising tests of driving technique and instructional ability. A candidate must pass test two before taking test three.

These tests are held at operationally suitable LGV driving test centres across the country. Not all LGV driving tests centres are used; as they do not all meet these criteria.

An electronic journal is raised for the day's work, which records the examiner's name, location and examination date. Details of the candidate should include the name, personal reference number, the date when the written exam was successfully completed, and the type of test to be conducted. For test two the code DT will be used, and the number of previous attempts recorded. For test three the code IT will be shown along with the number of previous attempts and their PST details. The booking clerk will notify the candidate of the appointment using the appropriate appointment letter.

Once the confirmation has been made the booking clerk will email the journal along with vehicle dimensions and driver number. The results on completion of the tests should be entered on the electronic journal and returned to [LGV@dsa.gsi.gov.uk](mailto:LGV@dsa.gsi.gov.uk) and the results will be actioned accordingly at HQ.

Examiners should be in regular contact with the LGV Vol Register Booking Centre (DSA / HQ) to ensure that sufficient resource is available to meet demand for practical tests.

The booking clerk must ensure that no appointment is made for a date that is more than one year after the candidate's first attempt at the written part (except where the application was received before the expiry of the one year period) and also that no more than two previous attempts at the test have been made during the current one year period. Should the examiner become aware that these procedures have not been followed, he should contact the LGV Vol Register section / DSA as soon as possible.

### **9.09 Condition of Vehicle - Test Two**

The candidate must provide a vehicle for the test, which is roadworthy and fulfils all legal requirements. It must be a category C1, C1+E, C or C+E vehicle (depending on the qualification requirement) suitable for the test meeting the minimum test vehicle requirement for the statutory driving test.

- It must be capable of the normal performance of vehicles of its type.
- The vehicle must have right hand steering, a driver's seat and a seat for a forward facing passenger.
- 'L' plates should not be displayed on the vehicle.

If the vehicle provided does not comply with the above requirements or with any legal requirement relating to the use of vehicles on the road, the examiner should explain to the

candidate that he will not be able to conduct the test and should report the circumstances to LGV Voluntary Register Branch the same day.

Candidates who protest should be listened to with some show of sympathy and told to forward their objections to LGV Voluntary Register Manager. Undue discussion must be avoided. Although a vehicle used for the test may initially appear to be satisfactory, it may become apparent at a later stage that it is not in proper condition as to the operation of the controls, or in other ways.

In this event the examiner should explain the situation (on the lines already indicated) and terminate the test. The DL25 (driving test report) will need to be annotated with appropriate code 13 by using an oblique stroke /. Upon completion of the test the DL25A/B should be retained in the HEO with ADI responsibilities office for one year.

The DL25C/D should be given to the candidate as normal. Any enquiry about loss of fee should be referred to LGV Vol Register Manager and they should be informed of the details or reasons why the test was not completed.

### **9.10 Road Fund Licence**

See DT1 1.24 for guidance details

**In the event of mechanical failure or other defect that renders the vehicle unsafe, the examiner must not continue to ride in it in order to complete a test, or to reach the driving test centre.**

### **9.11 Preparation of Documents for the Driving Ability Test**

Before the time of the appointment the examiner should prepare a form DL25 for tests two. All entries should be in print and clearly written.

Before the test, enter the candidate's details. Insert the candidate's title, i.e. Mr, Mrs, Miss, Ms or other title, followed by all known initials and then the surname, within the boxed area.

In the appropriate boxes insert the numerical part of the driver number (middle six numbers) followed by the date and time of test.

Complete the DTC code / authority box and staff reference number.

Examiner name to be printed within the examiner box

Insert the category of vehicle e.g. C; C1: C1+E; C+E followed by code "12" in the appropriate boxes for LGV Vol Register driving ability test.

Examiners conducting practical tests at a centre other than their permanent centre will need to be recorded as a "visitor".

Vehicle. Later (when known) insert the registration number.

Dual controls/ training school vehicle and LGV Vol Reg licence details etc to be completed in the respective boxes as appropriate.

**NB:** Full details on current completion of the DL25 can be found in the DT1.

### 9.12 Reception and Identity Check

This should follow the format similar for the ADI driving ability test with self-introduction and handshake. The candidate will be required to produce their current driving licence and photo identification etc before the test commences.

### 9.13 Duration and Content of the Practical Test

The time allocated for a practical test of driving ability will be one and a half hours. The on road element should be of a minimum duration of 55 minutes. The route over which the test will be conducted will be similar to, but more demanding than the route used for a practical LGV driving test. The test will include all the elements of the practical LGV test. It is not just a slightly more difficult LGV test. It is of an advanced nature and a very high standard of competence is required. Candidates must show that they have a thorough knowledge of the principles of good driving and road safety, and that they can apply them in practice.

In particular, candidates must satisfy the examiner that they are able to deal safely with any of the following subjects:

**NB:** 'Show me tell me' is not part of this Voluntary Register process.

1. Special exercises carried out on the test area at the driving test centre
2. The ability to move off smoothly both uphill and downhill, in addition to moving off normally ahead and at an angle,
3. The ability to:
  - a) meet other vehicles
  - b) overtake
  - c) cross the path of other vehicles
  - d) keep a safe separation distance
  - e) negotiate various types of roundabouts
  - f) exercise correct lane discipline
4. Display courtesy and consideration to other road users, especially
  - a) pedestrians
  - b) riders on horseback
  - c) cyclists
  - d) motorcyclists
5. Apply correct procedures at
  - a) pedestrian crossings
  - b) level crossings (both railway and tramway, where appropriate)
  - c) traffic signals
  - d) road junctions
6. Demonstrate
  - a) effective use of all mirrors
  - b) correct use of all signals
  - c) alertness and anticipation
    - observance of speed limits
    - vehicle sympathy



- at the end of the test an uncoupling / re-coupling exercise, (C1+E & C+E)
- ii) A drive, including a wide variety of road and traffic conditions on a route which will take in roads carrying two-way traffic and, where possible, dual carriageways, motorways and one-way systems and a short section of independent driving

Candidates will **pass** the driving ability test if they commit six or fewer driving faults, recorded as (/) on the marking sheet.

Candidates will **fail** the test if they commit a serious fault (S), a dangerous fault (D) or seven or more driving faults.

#### 9.14 Instructions to Candidates and Standard Wordings

The candidate should be offered an overview of the content of the test. The suggested content for the introduction should be covered on similar lines to:-

“The test will last approximately 60 minutes. We will cover the same aspects as required for licence acquisition but no safety questions will be asked. The test will include a reversing exercise, followed by a general drive on the open road (for C1+E & C+E add). You will also be asked to uncouple and re-couple the trailer from the towing unit.

“Continue on the road ahead unless traffic signs or road markings direct you otherwise. If I wish you to turn right or left I will tell you in good time. . I will ask you to drive independently for a short time but before this section I will pull you up and give you instructions. Drive as you would do normally but remember a high standard of competence is expected”.

Refer to and use general guidance and instructions as for the ADI (car) test to suit as applicable.

#### 9.15 Report Form DL25A and B

Examiners will use form DL25 for the purpose of recording faults in test two. It is essential that the **actual form used on the test** be filed with the other relevant documents.

The report form should be completed as per guidelines covered in the ADI 1

Faults will be marked in the same way as for all practical tests as per ADI 1

#### 9.16 Fault Marking on DL25

- controlled stop inadequate braking, slow reaction or lack of control
- incorrect use of controls to include lack of reasonable accuracy when reversing into an opening to the left
- lack of effective observation during this reversing exercise
- uncouple / re-couple
- failure to take proper precautions before starting the engine
- uncontrolled or harsh use of the accelerator
- uncontrolled use of clutch

- failure to engage the gear appropriate to the road and traffic conditions or for junctions. Coasting in neutral or with the clutch pedal depressed. Not changing gear or selecting neutral when necessary
- late and / or harsh use of footbrake
- not applying or releasing the parking brake when necessary
- erratic steering, overshooting the correct turning point when turning right or left, hitting the kerb when turning left. Incorrect positioning of hands on the steering wheel or both hands off the steering wheel
- failure to take effective precautions before moving away
- inability to move off smoothly; straight ahead, at an angle, or on a gradient
- failure to make effective use of the mirrors before signalling
- failure to make effective use of the mirrors before changing direction
- failure to make effective use of the mirrors before changing speed
- omitting a necessary signal
- signal not in accordance with the Highway Code. Failure to cancel direction indicator. Beckoning pedestrians to cross
- incorrect timing of signal - too early so as to confuse other road users or too late to be of value
- passing too close to stationary vehicles / obstructions
- failure to comply with "**stop**" signs, including "**stop children**" sign carried by school crossing patrol
- failure to comply with directional signs or "**no entry**" signs
- failure to comply with road markings e.g. double white lines, box junctions
- failure to comply with traffic lights (not pedestrian crossings)
- failure to comply with signals given by a police officer, traffic warden, or other persons authorised to direct traffic
- failure to take appropriate action on signals given by other road users
- driving too fast for the prevailing road and traffic conditions
- keep distance - following too closely behind the vehicle in front
- driving too slowly for the prevailing road and traffic conditions
- unduly hesitant
- approaching junctions either too fast or too slow
- not taking effective observations before emerging at junctions / emerging at junctions without due regard for approaching traffic
- incorrect positioning before turning right
- positioning too far from the kerb before turning left
- cutting right hand corners
- overtaking or attempting to overtake other vehicles unsafely
- not showing due regard for approaching traffic
- turning right in a safe manner when involving traffic approaching from the opposite direction
- incorrect positioning of the vehicle during normal driving
- failure to exercise proper lane discipline
- failure to give precedence to pedestrians on a pedestrian crossing. Non compliance with traffic lights at a pedestrian crossing
- normal stop not made in safe position

- not anticipating the action of other road users. This includes actions of cyclists, drivers and pedestrians (Including inconveniencing pedestrians actually crossing the road at a junction whether or not controlled by lights)
- not making use of ancillary controls when relevant to prevailing conditions
- from the 10 September 2008 the LGV Vol Register part two test will come into line with all other categories of test. Therefore the eco-safe driving assessment will **not** influence the overall result. The content, assessment and recording of faults within the headings already on the DL25 have not changed. Any fault committed that is assessed as worthy of being recorded should still be marked under the appropriate heading. The eco-safe driving assessment will be based on the overall performance throughout the test.

### 9.17 Assessment and Recording of Faults

Faults should be assessed as they occur in the course of the test and recorded at the earliest, safe opportunity. Faults should be recorded on the DL25 using the same guidelines as per the ADI 1 for part two tests.

### 9.18 Marking Standard

**A pass** should be recorded when a candidate incurs not more than 6 driving faults, which does not include a serious or dangerous fault.

**A failure** should be recorded against a candidate who incurs seven or more driving faults, or a serious fault; or a dangerous fault.

### 9.19 DL25

The completion of the DL25 should be as per guidance in the ADI 1.

The details required on the back of the form will be entered in the office, after the test. If the result is a fail all faults must be written up. If any unusual circumstance occurs during the test an ADI 22 along with a note on the DL25B should be completed. ADI 22 should be forwarded at the end of the day to your area with a copy to the fleet booking manager.

### 9.20 Weather Conditions

Recorded by an oblique stroke (/) against the appropriate description. Should the description not reflect the weather etc. mark box 11 and insert an accurate description to suit.

### 9.21 Vehicle Details

The relevant boxes on the reverse of the DL25B should include vehicle length, height, width, maximum authorised mass and the rigid, artic or draw bar boxes should also be completed as appropriate to identify the vehicle used on test.

### 9.22 Candidate

The examiner should give a brief description of the candidate, in such terms as to recall the latter to mind should the need arise later. This information should concentrate on points such as irregularity of features, colour of hair, distinguishing marks such as freckles, etc.

Description of clothing worn is of little use in the case of suspected impersonation. A typical description would thus be: "age about 30 years, approx. 5'10" tall, long narrow nose, small scar just below left eye". The description, though brief, should be sufficient for an investigating officer to be reasonably certain that the person who took the test was either

genuine or not. The reference to age should be your assessment. (Follow similar guidelines as per ADI 1 Part two tests)  
The type of licence / identity produced should be recorded using the appropriate code.

### 9.23 Driver Identification Code

Insert the code to describe the identification provided.

**PC** - Photo card driving licence  
**PP** - Passport

### 9.24 Remarks

The `remarks' space should be used to record details of performance, for example: -

- any unusual behaviour or comment by a candidate during test two
- the name of any third party present during the conduct of the test or de-brief at the end
- any other special feature of the test. Plain language **with no abbreviations** should be used for all notes under `remarks'.

For failed tests information should also include:-

- The amplification, where necessary, of any fault already recorded in a panel on the front of the form.

All entries on the DL25 should be in black ink, and made as neatly as possible.

### 9.25 Announcement of Results - Test Two

Carried out as advised in chapter 2 of ADI 1

### 9.26 Completion of Test Documents - Test Two

**Pass** - After completing the back of the DL25B the examiner should complete form LGV11 and retain a clear carbon copy.

**Failure** - after completing the back of the DL25B the examiner should complete form LGV10 D, again retaining a clear carbon copy.

### 9.27 Disposal of Test Documents - Test Two

After completion of the relevant documents in the office the examiner **must make a thorough check before handing them to the candidate or posting them.** When posting documents to the candidate they should **always** be sent by first class post **the same day.** Details of the date of posting should be recorded near the 'date' box on the letter of confirmation

**Pass** - Form LGV 11 and the DL25C and D should be handed to the candidate or posted using the appropriate window envelope. Return the letter of invitation. The LGV 11 copy, DL25A and B should be stapled together at the top left corner with the LGV 11 on top.

**Failure** - Forms LGV 10D, DL25C and D and their letter of invitation should be handed to the candidate or posted using the appropriate window envelope.  
Forms LGV 10 D copy, DL25A and B should be stapled at the top left corner with the LGV 10D on top.

**Note:** Please note that the journal with the appropriate result should be emailed to @LGV at the end of the day.

At present the DL25A and B should be filed in the ADI office and kept for 1 year.

**In cases where the candidate fails to attend or arrives late or a test is started but not completed, the DL25 should be completed. The DL25A should be filed in the ADI office. The DL25B with a brief note of the circumstances in the remarks space should be forwarded direct to LGV Vol Register section the same day. It should be noted that candidates who give the required ten clear days notice of inability to attend are not regarded as FTA's and no reference to the appointment should be made on the journal. In these cases the tests will be re-booked.**

**Note:** Only tests that have been cancelled with less than 24 hours notice should be recorded as an FTA on the daily journal.

### **9.28 Forfeiture of Fess**

Examiners should not involve themselves in questions of forfeiture of fees. These are the concern of the Registrar and candidates should be advised to write to him when they make enquiries on these subjects.

### **9.29 Persons Accompanying the Test**

The examiner's supervisor may accompany the examiner on the test to monitor the examiner's performance.

**The examiner's supervisor or the trainer can only accompany the test if the vehicle is suitable i.e. has either a standard fitted third seat or a third seat which must be fitted in accordance with Construction and Use Regulations. The seat must be ergonomically sound with sufficient suspension and/or padding, offer the best possible visibility and ensure the health and safety of the occupant. Third seat and seatbelt mountings must be firmly bolted to major structural or load-bearing parts of the chassis or frame and not fixed to panels, cab walls, engine covers, floors or other bodywork.**

The candidate's trainer may also accompany the test, subject to suitable seating and if the candidate agrees.

### **9.30 Possible Hazards**

**Reduced Visibility:** The occupants of all third seats, whether standard or non-standard fits, generally suffer a lack of visibility to each side and into exterior mirrors. Good visibility is vitally important as any reduced visibility could have safety implications.

**Poor Posture:** Occupants of non-standard seats should not be required to adopt uncomfortable sitting positions. Third seats should not be mounted higher than driver and passenger seats, causing reduced headroom and the occupant to bend forward. Third seats should not have a lack of legroom and should not cause legs to be stretched out or drawn up uncomfortably close to the body. Apart from the discomfort caused by such seats, which may lead to a loss of concentration, any accident is more likely to injure anyone sitting in an awkward position.

**Seat Security:** Non-standard third seats must be securely fixed to load-bearing members in cabs and may not merely be bolted to thin floors or engine covers. During accidents or violent manoeuvres such seats may become detached, with dangerous consequences for their occupants or others in cabs.

**Whole-Body Vibration:** Non-standard third seats should not be of a lower quality than driver and passenger seats, lacking padding or suspension. This could increase occupants' whole-body vibration, and possibly lead to long-term muscular-skeletal disorders, or make any predisposition to such medical problems worse. Inadequate seat mountings as described above would also make any whole-body vibration worse.

An examiner should normally conduct a part two test in the left hand passenger seat.

### 9.31 Test of Instructional Ability (Part Three)

The instructional test is also held at operationally suitable LGV driving test centres across the country. Not all LGV driving test centres are used; as they do not all meet these criteria.

### 9.32 Preparation of Documents

The report forms used for the test are LGV Vol REG 26A and B. Prior to the test the relevant headings should be completed (i.e. examiner's name, location, candidate's name, ADI personal reference number, date, and centre).

### 9.33 Reception and Identity Check

When meeting the candidate, the examiner should introduce themselves with a handshake and then:

- a) ask to see the appointment letter and normal proof of identity. A full ADI (car) Register of Approved Driving Instructor's certificate is also acceptable
- b) refer to the note about insurance on the letter of invitation. Ask the candidate to read and complete the declaration on the LGV Vol REG 26A
- c) ensure that the candidate declaration has been completed correctly. Compare signature with their licence or alternative proof of identity
- d) ask if L plates are available or fitted to the vehicle

**Note: As with all qualifying exams, no identification no test.**

### 9.34 Insurance

As per guidance in ADI 1.

### 9.35 Vehicle Requirements

The candidate must provide an LGV, which is properly taxed and insured, including any liability of the examiner as a driver or person in charge of the vehicle. It must be a category C1, C1+E, C or C+E vehicle suitable for the test meeting the minimum test vehicle requirement for the statutory driving test (depending on the category required). It may be fitted with a manual gearbox or automatic transmission. It must be capable of the normal performance of vehicles for its type. It should have right hand steering, readily adjustable driver's seat and a seat for a forward facing passenger.

The candidate must also provide and display on the front and rear of the test vehicle 'L' plates ('D' plates in Wales if so wished), which comply with those necessary for the statutory LGV driving test.

Insurance must cover, for the time during which the examiner is driving, any liability that the examiner may have for all third party and damage risks and for liability to any passenger, including any official passenger. The insurance cover should not name a specific examiner as the driver as there is no guarantee which examiner will conduct the test. If the above conditions are not complied with, the test will not proceed.

### **9.36 Duration of the Instructional Ability Test**

The test of instructional ability will last approximately one hour. Normally the test will start and end at the LGV test centre. The area in which the examiner carries out this test will be dictated by the pen-picture portrayed and the subject matter to be covered.

### **9.37 Objective of the Test**

The objective of the test is to assess the value of the instructional ability that the candidate gives. In order to be able to make a direct assessment, without the intervention of a third party, the examiner himself sits in the driving seat and plays the part of the pupil. The area in which the examiner carries out this test is dictated by time and type of exercise and with the exception of exercise one there is no reason why each exercise should not start in the vicinity of the office.

### **9.38 Introduction to the Test and Scene Setting**

The examiner will need to give an overview of how the test will be conducted and clearly set the scene of the pupil role he intends to role-play. It is suggested a common approach on similar lines of what is covered for the beginning of an ADI part three examination be used and adjusted accordingly as below.

This is the test of your ability as an instructor.....

“Don't worry about the area. I will give you directions and I would like you to repeat them back to me as you would do normally when carrying out a driver training session.”

I would like you to assume that we have not met before and you are filling in for my regular instructor. ...

The examiner will adopt the role of a pupil who is:

- i) Learning to drive a category C1 or C LGV, or
- ii) Learning to drive a category C1+E or C+E LGV, or
- iii) Requiring remedial tuition, having failed an LGV test (C1, C1+E, C or C+E) and state the content of the examination.

“During the examination there will be suitable places on route to pull me up if you wish to give me guidance. Should you require me to pull up, please ask. “Have you any questions before we begin?”

### 9.39 Remaining in Character as Pupil

Role-play must be realistic and all simulation consistent with the type of driver that is being portrayed and linked to the PST subject matter. The examiner should follow the guidelines as covered for ADI part three examinations.

**Directions as to route should be given clearly and in plenty of time to enable the candidate to repeat them to his customer in the same way as he would do on a coaching session.**

Finally, it must be stated that at no time should an examiner place the vehicle, any passenger(s) or other road users in jeopardy because of their actions. If necessary, they should use their skill and experience to avoid danger; but a situation should never be allowed to develop to the point that anything approaching emergency action is required. The over-riding consideration in all circumstances must be safety.

### 9.40 Beginner, Partly-Trained and Trained Pupils (BPT)

For the sake of simplicity, the stages of driving progress assumed by the examiner in the course of test 3 are described as 'beginner' (B), 'partly-trained' (P), and 'trained' (T). Examples showing the meaning of these terms are given in the following phrases, and examiners should use them as a basis for setting the scene before each of the two exercises so that the PDI knows the background of the pupil he is teaching: -

**Beginner Exercise 1** - The examiner should explain that they are, as a pupil, never sat in the driving seat of an LGV before.

**Partly Trained** - The examiner should explain that, as a pupil, they have had some tuition with another instructor and that they are at the partly trained stage. The number of hours tuition already received should not normally be quoted. If asked by the PDI to state the number of lessons, the 'pupil' should say they cannot remember exactly how many and should quote an approximate number.

**Trained** - The examiner should explain that, as a pupil, they are at the trained stage and about to take the driving test or has taken a test and been unsuccessful. Precise experience and source of tuition is at the examiner's discretion. The number of lessons should **not** be stated unless asked by the PDI, in which case a rough figure may be quoted.

The examiner will explain the exercise to be used as the basis of the lesson, choosing one exercise from the nine pre-set exercises below:

**Exercise 1** - Safety precautions on entering the vehicle; the location, function and use of the controls followed by moving away and stopping;

The examiner should introduce the exercise by saying: - "I should like you to assume that I have not driven this category of vehicle before, and instruct me on the safety aspects on entering the vehicle for the first time. You should then explain the location, function and use of the important controls, and then instruct me in moving off and stopping"

The PDI should be able to explain the following items: - Precautions on entering cab – cab locking mechanism secure, doors secured, seat and relevant adjustments to include head restraint adjusted, correct fitting (and release) of seat belt and adjustment of mirrors as fitted



to the vehicle. Important controls - accelerator, clutch footbrake, handbrake, (to include air gauge tanks and secondary brake position etc gears, steering adjustments and direction indicators. Precautions before starting the engine and starting procedure should be explained. If time permits, the PDI should also deal with the precautions to be taken before moving away, the correct use of controls in moving away, and the procedure for stopping normally. The order in which he explains the controls will indicate his skill in imparting knowledge in a sequence that is both logical and easy to remember.

The PDI may be asked simple questions about matters that he had already mentioned, but should not be prompted to mention particular items at this stage of the test. (Simple questions are those of an elementary or superficial nature which a person with little or no knowledge of LGV driving might reasonably be expected to ask). Care should be taken to avoid any questions that might appear to be aimed at testing a PDI's mechanical knowledge as distinct from the background that he should have in order to give proper instruction.

A PDI who has concluded his explanation of the controls whilst the lorry is stationary should, if time permits, be allowed to get the 'pupil' moving, i.e. starting engine, moving away, stopping etc.

**Normal stops:** The PDI should deal with the manoeuvre both from technical and safety aspects. The safety aspects should cover the selection of a safe and convenient place for the stops and the sequence of mirrors - signal - manoeuvre.

### **Exercise 2 (Suspended Brake)**

### **Exercise 3 – Reversing and gear change exercise**

The examiner should introduce the exercise by saying:- "I should like you to instruct me in how to carry out the gear change exercise then instruct me in reversing this vehicle, assuming that I have (describe level of ability / previous lessons) and I should like you to teach me to (describe exercise, i.e.: straight, left, right or as driving test).

**Gear change exercise** – to be carried out on road within a suitable distance from the test centre

**Reversing:** The PDI should deal with this exercise from the aspects of technique (co-ordination of controls, including steering with reasonable accuracy) and safety (proper observation).

This exercise may be applied as a test of instruction on reversing in a straight line; reversing to the left or right or in preparation for the LGV driving test. The manoeuvring area at the testing station should be used. The PDI's ability to lay out the cones and bay is not part of this exercise.

### **Exercise 4 – Use of all mirrors and uncoupling/re-coupling (uncoupling/re-coupling cat C + E only)**

The examiner should introduce the exercise by saying: - "I should like you to give me some practical instruction in the use of all mirrors fitted to this vehicle. I have had some other

driving instruction but the instructor told me very little about the mirrors. Then I should like you to teach me how to uncouple / re-couple the tractor and trailer”.

In this exercise the PDI should cover the use of all mirrors as fitted to the vehicle and give practical development on road. As there are two elements to this examination paper the examiner should return to the testing station approximately half way through the examination and use the manoeuvring area for the uncouple/re-couple process.

**Exercise 5** - Judgement of speed / position the vehicle correctly during normal driving.

The examiner should introduce the exercise by saying, “I should like you to instruct me as though I am a pupil who has poor judgement of speed, and who has difficulty with general road positioning”.

In this exercise the PDI should advise on those situations when the pupil could use more anticipation, earlier braking and possibly earlier changes to a lower gear. The PDI should also deal with making progress by driving at a speed appropriate to road and traffic situations applicable to the limits imposed on the type of vehicle being driven and avoiding undue hesitancy. The PDI would be expected to correct any tendency of his pupil to hug the crown of the road or to drive excessively close to the kerb. **(The examiner acting, as the pupil should normally introduce only one of these facts, as to introduce both might be unrealistic).**

**Exercise 6** – Approaching and turning into and out of T junctions

The examiner should introduce the exercise by saying, “I should like you to instruct me in approaching and turning left and right at junctions, both major to minor and minor to major”.

In this exercise the PDI would be expected to deal with the proper approach to the corners, the correct use of the mirrors, the correct timing of signals, use of brakes and gears, avoidance of coasting and the correct speed of approach. The positioning on approaching and negotiating turns with due care and consideration for the dimensions of the vehicle, avoidance of cutting right corners, and crossing the path of approaching traffic when making right turns should also be dealt with and mention should be made of the necessity to give way to pedestrians who are already crossing the road.

**Exercise 7** - Approaching and turning at crossroads and roundabouts.

The examiner should introduce the exercise by saying, “I should like you to instruct me on how to deal with crossroads and roundabouts concentrating particularly on emerging when going ahead, turning right and turning left”.

The examiner would expect the PDI to deal specifically with emerging at T-junctions roundabouts and crossroads as distinct from turning right and left into side roads. The PDI would be expected to cover the points mentioned on the relevant LGV Vol Reg 26/PT and, time and conditions permitting, junctions should be applied as many times as possible to the left going ahead and to the right.

**Exercise 8** - Meet approaching traffic, overtaking other traffic; anticipate the actions of other road users.

The examiner should introduce the exercise by saying: - "I should like you to instruct me on meeting and overtaking other traffic safely, and how to anticipate what the actions of other road users might be".

**Meeting:** This exercise should be applied, so far as possible, on roads which have standing vehicles, so that judgement (and guidance) are needed about waiting for oncoming traffic which is met on reasonably busy roads.

**Overtaking:** As there may be few opportunities for overtaking a moving vehicle under test 3 conditions, the 'pupil' could quite properly be tested verbally on this.

**Anticipation of the actions of drivers, cyclists and pedestrians:** This aspect should be covered by the PDI dealing with forward planning and anticipation for the actions of other road users to suit the varying road, traffic and weather conditions.

**Exercise 9** - Remedial lesson having failed an LGV driving test. (The examiner will nominate two failure items and a few driver faults for realism of candidate role to be portrayed).

The examiner should introduce the exercise by saying: - "I should like you to assume that I have recently failed an LGV driving test and the examiner marked these points – (the examiner will then nominate two items), and I should like you to correct these faults".

In this exercise the PDI would be given a mock DL25 test report form with two failure items recorded for analysis and remedial development. Realistically this report can include a few faults of driver fault weight. Care should be taken when drafting the form to ensure that there is no implication that there are so many driver faults as to suggest that there was also a serious unacceptable trait as well as the two failure items to be dealt with.

#### **9.41 Vehicle to be used for the Test of Instructional Ability**

The candidate must provide an LGV, which is properly taxed and insured, including any liability of the examiner as a driver or person in charge of the vehicle. It must be a category C1, C1+E, C or C+E vehicle suitable for the test meeting the minimum test vehicle requirement for the statutory driving test (depending on the category required). It may be fitted with a manual gearbox or automatic transmission. It must be capable of the normal performance of vehicles for its type. It should have right hand steering, readily adjustable driver's seat and a seat for a forward facing passenger. The candidate must also provide and display on the front and rear of the test vehicle 'L' plates ('D' plates in Wales if so wished), which comply with those necessary for the statutory LGV driving test.

Insurance must cover, for the time during which the examiner is driving, any liability that the examiner may have for all third party and damage risks and for liability to any passenger, including any official passenger. The insurance cover should not name a specific examiner as the driver as there is no guarantee which examiner will conduct the test. If the above conditions are not complied with, the test will not proceed.

#### **9.42 Selection of Test Exercises**

Examiners should use them consecutively however it will be appreciated that exercise four couldn't be selected when a category C1 or C vehicle is presented for test.

### 9.43 Report Form ADI 26(P/T)

The vehicle details should be entered in the relevant place in the top section of the form. The boxes in column A of the LGV Vol Reg 26/PT enable the examiner to record details of the PDI's instruction during the test.

The box at the bottom of the left-hand side of the form is used to record the overall assessment. The word pass or fail should be deleted so that the remaining word reflects the result awarded. There is no grading given to this examination.

The boxes in column B of the form provide for the marking of instructor characteristics, instructional techniques and core competencies using a six point rating scale.

Weather conditions and a brief description of the PDI should be entered on the reverse side of the copy of the LGV Vol Reg 26/PT.

When marking the form, examiners should bear in mind that the PDI will receive the top copy of the form. Full consideration should therefore be given before marking any items on the form, since alterations (particularly those which may appear to the PDI to affect the overall grade awarded) are clearly undesirable.

### 9.44 Scene Setting

As an introduction to the start of the examinations, examiners should set the scene as follows:

This is the test of your ability as an instructor, regard me as a pupil and treat me in the same way as you would normally.

It may necessary for me to interrupt you from time to time. This could be because we are moving on to the next stage or if time is running short.

I will guide you around the route and I will tell you when I would like you to ask me to turn, just as you would with any other pupil.

Is that quite clear?

#### **Beginner**

Insert

#### **Partly trained**

For the first exercise I would like you to think of me as a pupil who has had a few lessons with someone else but in a vehicle like this. So, I am new to you, but I am familiar with the vehicle and I would like you to instruct me on ..... and correct any other faults that may occur.

You can call me .....

#### **Trained**

For this exercise I would like you to think of me as a pupil who has a test coming up shortly/has failed a test.

I am new to you but familiar with the vehicle and I would like you to instruct me on / to.....

Please correct any other faults that may occur

You can call me .....

#### **9.45 End of Test Three**

The examination should be completed on or near the LGV manoeuvring area. The examiner should then state that that is the end of the examination. The PDI should then be asked to wait somewhere convenient and be informed that you will return to the office and complete the marking of the LGV Vol Reg 26/PT and that you will return shortly and announce the result of the test.

#### **9.46 Assessment and Marking of Performance in Test Three**

At the end of the examination the PDI's performance should be recorded on the LGV Vol Reg 26/PT. The rules for assessment and marking should follow as covered in the ADI 1 for part three examinations for ADI (car).

#### **9.47 Criteria for Rating the Examination**

While the overall result will either be recorded as a pass or fail on the form, the following statements will be useful guide to reflect the overall level of instruction.

6. overall performance to a very high standard with no significant instructional weaknesses
5. a good overall standard of instruction with some minor weakness in instructional technique
4. a competent overall performance with some minor deficiencies in instructional technique
3. an inadequate overall performance with some deficiencies in instructional technique
2. a poor overall performance with numerous deficiencies in instructional technique
1. overall standard of instruction extremely poor or dangerous with incorrect or even dangerous instruction

#### **9.48 Completion and Disposal of Test Documents to include De-briefs etc.**

Follow the same guidelines as per ADI 1 for part two car examinations but using the relevant LGV Vol Reg confirmation letters etc. LGV10 and LGV12 in duplicate.

#### **9.49 Results**

The candidate will be advised of the result shortly after the conclusion of the test and given a concise, verbal de-brief by the examiner, along with a copy of the examiner's marking sheet. If the candidate passes they will be given a letter confirming this, which is the declaration that must be completed before a certificate will be issued.

#### **9.50 LGV Voluntary Register - Registration**

Once qualified, registration is valid for four years.

A registration certificate should be issued within 12 months of passing the instructional test; otherwise the declaration given at the time of the test will become invalid. A certificate cannot be issued until all the relevant documents have been received.

It will not be necessary to take the theory test again should an instructor wish to upgrade the category of instructional licence e.g. from category C (rigid) to C+E (articulated /

drawbar) or from a sub-category (C1 or C1+E). However, an instructor must re-take the driving and instructional ability tests in the appropriate category.

Should an LGV instructor wish to upgrade their registration from automatic to manual, they must have held the manual licence for three years, and will be required to re-take the driving and instructional ability tests.

### 9.51 Re-Qualification

At the end of the four year period an instructor wishing to remain on the Register will have to re-take the practical qualifying examinations (but not the HPT and theory test ), which currently remains the same as for initial entry but may be varied in the future. As a courtesy, a reminder will normally be sent to the last known business / correspondence address approximately one year before the instructor's registration runs out. **However, it is the instructor's responsibility to ensure that the re-qualifying process is started in adequate time to have continued registration.** An instructor must satisfy the conditions prescribed on entry to the Register when applying to re-qualify.

Instructors may be required, at any stage, to attend a test of "continued ability to instruct" (Standards Check). Failure to demonstrate an adequate ability or failure to attend may result in the removal of the instructor from the Register.

If registration is allowed to lapse and the instructor does not re-qualified on both the tests of driving and instructional ability within a period of 12 months, they will be required to qualify on **all three** qualifying tests, starting with the theory test.

## Chapter 10 General Advice and Legal Matters

### 10.01 Introduction

This chapter contains additional advice and guidance on legal matters as per DT1, 2 and 3 which Operations, HEOs and HEO with ADI responsibilities may become involved during the course of their work.

### 10.02 HEOs with ADI responsibilities

In carrying out their duties, HEOs with ADI responsibilities should exercise discretion and, in particular, they must avoid -

- a) discussion of a matter in any way related to driving or driving instruction with a candidate when conducting written examinations (fleet) or practical tests (other than in the application of exercise 1 to 12 in test 3 of the practical test when, as a 'pupil', the examiner may ask questions about driving technique)
- b) discussion with a learner driver including LGV / PCV driving test except in general terms; and
- c) any comment or behaviour, which could cause embarrassment to the Agency. Item c. above is of special importance when practical or Standards Checks are conducted from the same premises as learner driver or LGV / PCV driving tests

### 10.03 Management of Sections

AOMs Operations, HEOs and HEOs with ADI responsibilities have the responsibility for the performance and development of staff conducting ADI qualifying examinations and also have a responsibility to manage their sections effectively.

Effective management does not just mean conducting tests to a required standard but also making the best use of resources to ensure that the instructional standards of all ADI's are as high as possible and maintained as such. The ADI 1 contains instructions and advice, but how well we achieve this rests with the efforts of the HEO and HEO with ADI responsibilities.

The whole purpose of part five of the Road Traffic Act 1988 is to raise standards of driving instruction in general - this we must do if the Register is to remain viable.

**For example, your Standards Check assessments should be precise; if there is any doubt about an ADI's tuition, then the lesson should be assessed as unsatisfactory.**

### 10.04 Inspection of Trainee Records ADI 21/T

Form ADI 21T "**Instructor Training Declaration**" should be used to record at least 40 hours of practical in-car training. This training must be received within the period of 12 months ending on the date of his application for a licence. The trainee must receive some training in every one of the subjects set out in the curriculum contained on the reverse side of the form. The record of training must be made and signed by the licence holder and the ADI who gives the training. The trainee is responsible for these records and normally would keep them with him.

### 10.05 Meetings with Instructors or Trainers

HEO with ADI responsibilities may at their discretion have meetings with instructors or trainers of ADI's, but there should be no discussion about impending theory examinations or practical tests, or enquiries about tests already conducted. There must be no discussion

regarding any trainee's performance. (Refer to Data Protection Act chapter 12). Enquiries on local matters, e.g. the booking or variation of 'L' test appointments, should be directed to the national booking number.

There is no objection to HEOs with ADI responsibilities discussing the requirements of practical tests in general terms, but great care should be exercised if making any comment about the value or otherwise of different driving or instructional techniques. Personal opinions should **never** be expressed as some of the larger organisations could easily compare what has been said by one HEO with ADI responsibilities with that said by another. The danger is that the HEO with ADI responsibilities remarks could also be misconstrued as an attempt by the HEO to act as a trainer which, of course, is not the HEOs job. **It is vital that we all "speak with one voice"**.

#### **10.06 Standard Office Procedure**

HEO with ADI responsibilities offices should have a standard procedure common to all, so that in the absence of the resident HEO with ADI responsibilities, the neighbouring HEO can readily take over responsibility. The minimum requirements are: -

- a) all officers must keep records containing Standards Check reports and any relevant, recent correspondence to or from the ADI. These documents should be destroyed after 2 years for Part 2&3 report forms.
- b) Standards Check reports should be stored inline with the Grade awarded i.e. 2 years for a pass grade B - 4 years for "pass" Grade A
- c) substandard file containing details of those ADI's who need a second/third Standard check and the provisional dates for all ADI examiners in their area
- d) a file of up to date practical test routes for all test centres conducting ADI tests and LGV Voluntary Register test in their area
- e) a register of any complaints regarding staff and replies issued, for all staff in their area
- f) a list of all Test centres the HEO with ADI responsibilities covers for ADI work in their area
- g) a list of staff the HEO with ADI responsibilities is responsible for regarding ADI work and their home DTC
- h) a record of filing locations for ADI reports in the area
- i) a list including details of all external / ADI meetings attended in the past twelve months
- j) a file for each staff member and a record of staff check tests conducted

#### **10.07 Annual Leave**

All applications for annual leave should be submitted in the normal way, with guidance from line managers.

#### **10.08 Attendance at Local Driving Instructor Meetings**

The Agency has agreed with the TUS that HEO with ADI responsibilities will be permitted to attend meetings with local driving instructor groups, as a means of spreading the Registrar's message on ADI matters. No charge is made for these meetings but justification must be considered and cleared with the Communication team who will ensure no duplication in resource.

Clearly it is necessary to keep some control of the demands that will inevitably be made upon your time by these groups, so the following guidelines have been notified to the associations.

Most importantly, the HEO with ADI responsibilities must be willing to attend of his own volition and gain agreement from their area AOM. The meeting should take place in normal



week day working hours although a week day evening would be considered, providing the meeting starts no later than 8.00 p.m. and does not exceed two hours. Weekends would not normally be considered. The meeting should be properly organised and chaired. The HEO with ADI responsibilities would not be prepared to discuss individual cases, either ADI or driving test, nor driving test matters generally except in the very broad sense. The HEO would aim to talk about an ADI topic of interest and finish up with questions on ADI matters generally. If questions are raised that are beyond the remit of the HEO or they are unable to answer, they should make a written note and assure the Chair that the question will be passed to the area for a reply. When the HEO with ADI responsibilities has agreed to attend, they should inform Operations Directorate of the date of the meeting and the name of the association. Attendance at these meetings will attract overtime payment or TOIL. Travel and Subsistence will be payable in accordance with the T&S code. Overtime should be claimed or TOIL taken. Overtime claims should be sent to your line manager.

#### **10.09 Accident on the Practical Test**

In the unlikely event of an examiner becoming involved in an accident while driving an instructor's car in test three of the practical test they should **immediately** seek advice from their line manager and AOM before making any statement or admitting liability.

#### **10.10 Circumstances Not Covered by These Instructions**

If circumstances arise which do not appear to be covered by these instructions, they should be considered in the first instance by the AOM. If it appears that further advice is needed, this will be obtained from the relevant branch.

#### **10.11 Testing of Relatives and Friends**

It is a long established principle in the Civil Service that an officer should not put himself in a position when his official duty and his personal interest may conflict. If, therefore, an examiner is appointed to test a candidate who happens to be a close relative, or a personal friend, he should at once report the matter, by telephone if possible, to his AOM.

#### **10.12 Wearing of Seat Belts on Practical and Standards Checks**

All drivers and passengers must wear seat belts if the law requires them to be fitted to the vehicle. The regulations provided exemptions from compulsory seat belt wearing in certain cases. Those exemptions, which most closely concern examiners (ADI) in the conduct of practical tests, are: -

- for holders of medical exemption certificates issued under the regulations
- for a driver, whilst performing a manoeuvre which includes reversing
- where the seat belt becomes defective on the journey or if the belt became defective previously and arrangements have already been made to have the belt repaired or replaced

#### **10.13 Position of Examiners on Practical Tests**

Examiners conducting a practical test must wear the belt. Seat belts need to be adjusted correctly and the examiner should if necessary adjust it and / or move the passenger seat, if this is practicable, so as to fit the belt properly. If the examiner is unable to do so, the test should be terminated.

#### **10.14 Problems with Belts**

If an examiner cannot wear a belt in a vehicle because it is inefficient or defective, they should terminate the test and contact the booking team detailing the circumstances.

A belt may be dirty but still fulfil the legal requirements; an examiner should not terminate a test solely on the grounds that he is unable to wear the seat belt because it is dirty. Undue discussion on any termination of test must be avoided and any enquiry about loss of fee should be referred to ADI bookings section.

### 10.15 Candidates - Test Two

In a vehicle that is required by law to have seat belts fitted, the candidates should wear the belt unless he is legally exempted from doing so. This could include removing the belt whilst performing a manoeuvre, which includes reversing.

If the candidate does not fasten the belt, the examiner should remind them that, unless medically or otherwise exempt, the law requires candidates to wear the seat belt. However, if the candidate does not have any exemption but does not agree to wear the belt, the examiner should still conduct the test. (The relevant law provides that only the person leaving off a belt in contravention of the seat belt regulations can be guilty of an offence. This means that an examiner could not be convicted of aiding and abetting any such offence).

### 10.16 Candidates - Test Three

If the candidate does not fasten the seat belt the examiner should remind them that, unless medically or otherwise exempt, the law requires candidates to wear the belt. However, if the candidate does not have an exemption but does not agree to wear the seat belt the examiner should still conduct the test. The non-wearing of a seat belt should not influence the examiner's assessment of a candidate's ability to give instruction.

**Note: Candidates who are being examined on their instructional ability will not be exempt from wearing a seat belt whilst a reversing exercise is being performed as examiner acting as pupil is not the holder of a provisional licence as defined in the regulations. The candidate is not therefore entitled to the exemption afforded by the regulations. It follows therefore that the candidate should not be misled into thinking he may remove a seat belt during those exercises which involve reversing.**

When PSTs three, four and five are carried out, the examiner should if necessary use the following wording. "You will be aware I am the holder of a full licence and therefore you are not exempt from the requirement to wear a seat belt whilst I am performing a manoeuvre which includes reversing".

**If a candidate instructs an examiner (acting as a `pupil') to move away in any phase when the pupil should by law be wearing a seat belt, under no circumstances should the examiner do so.** The examiner should draw the candidate's attention to the omission and record the fact on form ADI 26(P/T). This should be borne in mind when making his assessment.

### 10.17 Third Party - Seat Belts

In the interests of health and safety, a third party accompanying a candidate on test **must** wear a seat belt. **There are no exceptions to this rule.** An exemption certificate will not preclude the need for a rear seat passenger to wear a seat belt. If they decline to do so, the test will be terminated. In these circumstances the third party has the choice of wearing the seat belt, not accompanying the candidate on test, or of having the test terminated. In the latter circumstances a brief report should be submitted via email to - @DriverTrainingRegistration (ADI).

### 10.18 Supervising Examiners - Rear Seat Belts

In the interests of health and safety the examiner must not conduct tests in cars without rear seat belts. When rear seat belts are not readily accessible, e.g. stowed behind the rear seat, the ADI should be reminded of the current regulations and given the opportunity to release the belt for the examiners use before the start of the lesson. In the unlikely event of an examiner being unable to wear a rear seat belt as required by the regulations, or not being able to adjust the belt to enable its use, the Standard Check should be postponed and the circumstances reported via email to - @DriverTrainingRegistration(ADI)

### 10.19 Exterior Rear-View Mirrors

A motor vehicle used on the practical part of the qualifying examination for entry to the Register must comply with the Motor Vehicles (Construction and Use) Regulations. If the vehicle was manufactured on or after 1 December 1977, and first used on or after 1 June 1978, it must be equipped with an interior mirror and at least one external rear view mirror fitted to the offside of the vehicle. If the vehicle is a dual-purpose vehicle, and where the interior mirror does not provide an adequate view of the road to the rear of the vehicle, an additional rear view mirror shall be fitted externally on the nearside of the vehicle. If a vehicle presented for practical test does not have the necessary mirror(s) the test should not be conducted.

The registration mark can only be taken as a probable indication of the age of the vehicle as the possibility exists that the vehicle has been imported and registered at a later date. If it appears that external mirror(s) should be fitted and the examiner is in doubt as to the age of the vehicle, the candidate should be asked. If the candidate's answer indicates without doubt that the necessary mirror(s) should be fitted the test should not be conducted. In any other case the test should be conducted and a note made in the remarks space of the DL 25.

### 10.20 Standards Check

If it comes to the examiners notice that a vehicle used on a Standards Check should have exterior mirror(s) fitted as mentioned in the preceding paragraphs, no comment should be made until the completion of the Standards Check when it should be drawn to the ADI's attention.

### 10.21 Candidates Suspected of Being under the Influence of Drink or a Drug

Where an examiner is **convinced** either before a test starts, or in the course of a test, that a candidate is under the influence of drink or a drug to such an extent as to be incapable of having proper control of the vehicle, they should inform the candidate that they (the candidate) appear to be ill and that therefore in fairness to them the examiner is unable to take or continue the test. The examiner will be required to use considerable tact in announcing this decision and **must not in any circumstances make reference to drink or drug**. Should the examiner make this decision, full details should be submitted to the AOM by email.

### 10.22 Correspondence - Ministerial or from Members of Parliament

Letters addressed to the Agency by Members of Parliament (MPs or Peers) are customarily dealt by the Ministry. Ministerial correspondence is generally addressed to Headquarters but if a Member of Parliament writes direct to an examiner, the letter must be forwarded **immediately** to Operations Directorate for action. To save time where the subject of the letters indicates that the examiner will be required to submit a full report on the case, its preparation should be put in hand in anticipation of the formal request by Operations

Directorate for a report. Papers relating to Ministerial correspondence must always be dispatched without delay by first class post.

It is of great importance, both from the point of view of answering the correspondent, and for the reputation of the Agency, that every complaint should be comprehensively investigated, and any part of it, which may appear to be justified, thoroughly probed and corrected as necessary.

### **10.23 Procedures to Instigate Enforcement Action**

If an examiner receives information and with sufficient detail that the Road Traffic Act 1988 or subordinate legislation is not being complied with, they should check their own records and, if necessary, check with ADI Branch to discover the circumstances under which the alleged offender is operating. The detail to be established will vary from case to case; it may be enough to show that they were neither registered nor licensed, but if licensed, the address from which instruction is authorised may be important. Breach of licence conditions must be referred to ADI Branch and the procedure outlined in the following paragraphs **must** be adopted.

Enforcement sections have now been incorporated into DSA's integrity team. The following procedures have consequently been adopted: -

Information should be gathered i.e. name of candidate, time of test, where conducted and the examiner. This information should be given to the investigating member of the integrity team.

### **10.24 Area HEO ADI Meetings**

In the case of HEO ADI Meetings, each HEO with ADI responsibilities may, in turn, attend an area meeting during certain times of the year. This should be arranged amongst yourselves, in consultation with your respective AOMs.

### **10.25 Correspondence to Senior Staff**

**A reminder: all letters or minutes to senior staff must be submitted through your Area.**

### **10.26 Production of Documents**

The HEO (ADI) warrant authorises you to request the ADI certificate and to conduct all ADI qualifying examinations.

### **10.27 Visits to the Training Establishment, Cardington**

Enquiries from ADI's interested in visiting the training establishment should be referred to the Chief Instructor at Cardington.

### **10.28 Appeals to Magistrates' Courts about Disputed Part Two or Part Three Tests**

The right to appeal to a Magistrates' Court, or Sheriff in Scotland, is strictly limited to where the test has not been conducted in accordance with the regulations.

Whilst legislation makes provision only for the refund of the fee, where a case is won, the Registrar would probably have to take the view that the last test should be regarded as null and void and a further replacement test offered. However there have been no cases that can be recalled.

### **10.29 Procedures to Adopt**

Should you receive a summons or a notification from a court, please refer the matter to your AOM. They will act as the co-ordination point with you and liaise with the local enforcement office to appoint a solicitor to attend the hearing. You will of course need to be present at the hearing. Keep deployment and your booking section informed so that any necessary cover can be arranged.

### **The Hearing**

At the hearing itself, our solicitor should ensure the court confines its attention to the question of whether or not the test was conducted in accordance with the regulations. In other words with test two, were all the statutory requirements of the test carried out? With test three, was the test divided into two phases, covering a beginner or partly trained pupil in the first phase and one at about test standard or full licence holder in the second? Were the subjects specified for the basis of instruction taken from the list in the regulations? Was the candidate's knowledge and ability assessed in accordance with the regulations? Normally there will be absolutely no question and the case has simply been brought due to a misunderstanding of the Regulations on the complainant's behalf.

You will obviously want to study your markings of the test beforehand and refresh your memory of any incidents that are highlighted by the complainant. If you wish to discuss any operational matter you should do so with your AOM.

## Chapter 11 **Staff Management**

### **11.01 Introduction**

The HEO with ADI responsibilities should ensure that examiners conducting ADI qualifying examinations are carrying out their duties in accordance with documents DT1 / 2 / 3 – ADI 1 and other relevant instructions.

### **11.02 Supervision of Examiners**

The maintenance of a uniform standard of testing and assessment as laid down by the Agency is a most important part of the HEO with ADI responsibilities duties and is largely achieved by the supervision of actual tests. This should be programmed well in advance to avoid unnecessary cancellations of ADI Standard Checks.

HEO with ADI responsibilities should conduct regular check tests on all examiners conducting part two and three tests and Standard checks in their area, including visiting examiners from other areas. HEO with ADI responsibilities should accompany examiners as often as is necessary to ensure a satisfactory standard of performance. It is important that supervision of actual tests is supplemented by the examination of test documents.

A supervision record must be completed after all supervised tests and signed by the examiner who should then be provided with a copy of the report.

HEO with ADI responsibilities should liaise regularly with the LDTM responsible for the ADI examiner to ensure they are apprised of their performance. Any concerns with performance must be referred to the Area AOM.

Officers intending to supervise a test must not do so in cars where a seat belt is not available for their use.

HEO with ADI responsibilities should regularly check and update routes used for ADI Part 2 tests by liaising with the TCM in line with guidance laid down

HEOs with ADI responsibilities should conduct QA visits at least annually with each ADI staff member and record their findings looking at accuracy of paperwork completion, use of FLH on PSTs etc.

To ensure uniformity in recording quality assurance checks on ADI tests a standardised procedure should be adopted. The process is a simple way of providing feedback to staff and recording issues that need to be addressed. This also allows senior managers to reliably report on the current accuracy of staff reporting on ADI tests.

Forms to be used [ADI 26 Summary analysis](#), [ADI 26 CT Summary analyses](#) can be found in the Document Library

HEOs should collect a set amount of test reports (Specified on the forms) once a year and conduct an audit to identify any issues. The report would then be retained with the individual examiners test reports so any senior manager can inspect as necessary and can be used in any development requirement

## **Chapter 12**

### **Data Protection Act**

#### **12.01 Individual Responsibilities**

The implications of breaching the Data Protection Act are serious. Individuals are responsible personally for information they give out and are liable to be prosecuted if they are found to have disclosed information inappropriately. Legislation does not hold the Agency responsible under these circumstances.

#### **12.02 Customer Service**

We have made great efforts over the last decade to allow examiners to conduct tests in a more customer friendly manner and the Data Protection Act must not be used as an excuse to return to a less customer focused approach. Information is still freely available through the correct channels to the correct people.

#### **12.03 Guidelines for Dealing with Requests for Information**

Examiners must always ask the PDI whether they want their trainer present for the de-brief at the end of the examination (part one, two & three). If the PDI refuses, or the trainer is not present at the de-brief, examiners must direct trainer's enquiries about their trainee's performance, back to the PDI in all cases, although it would be helpful to point out that further feedback is available with the written permission of the candidate. Even if the PDI has asked for their trainer to be present during the examination, examiners must still ask the trainee if they want the trainer to remain in the vehicle for the de-brief. Examiners must not discuss previous examinations with trainers.

#### **12.04 Complaint**

In the event of a complaint being received, examiners must not assume that trainers are aware of the PDI / ADI's complaint – merely telling a trainer that a customer has complained is a breach of the Data Protection Act. Examiners must not bring to the attention of, or discuss with trainers, customer complaints.

#### **12.05 Requests for Information over the Telephone**

No information regarding examination performance or Standards Check performance may be discussed with a third party (including parent or spouse) without the written permission of the person concerned

Information must only be given to PDIs / ADIs who ask for it over the telephone if they are able to quote one of their unique reference numbers – either a driver number or personal reference number. Information must not be given to any person not able to quote any of these. But even on quoting a unique reference number, care must be taken only to confirm details the caller already knows, if new information is requested, the caller should be asked to put the request in writing.

#### **12.06 Written Requests for Information**

If a customer writes requesting information about a particular test of their own, we must supply that information. We do not make a charge to supply this information (such as a test report, for example) unless they ask to see all the information that we hold on them throughout the Agency. This would be classed as a subject access request; they should submit a written request to Headquarters Information Assurance Team accompanied by a £10 fee.

If a third party writes on the customer's behalf, we cannot deal with the enquiry or complaint without the written permission of the candidate. The letter must be returned to the writer with the pro forma. (Example attached)

Examiners should refer to Standing Operating Procedure (DSA/Data protection/3/6) - for more detailed information. All queries about data protection issues should be addressed to the relevant department within DSA